

ICC Docket 00-0620

CUB Exhibit 1.3

The following is a transcript of a telephone conversation between Lillian Sasso a Nicor operator.

Pre-recorded voice: "System, press 9. To return to the." Beep. "This call will confirm your decision to select Nicor Energy as your Natural Gas Supplier and will be recorded."

Nicor operator: "Mrs. Sasso?"

Lillian Sasso: "Yes."

Nicor operator: "Alright. In order to verify your authorization over the phone, I'll be recording our conversation"

Lillian Sasso: "Are there two Nicor's?"

Nicor operator: "Yes. There are two parts to it. That's what's confusing people a little bit."

Lillian Sasso: "Yeah, cause my husband says that, that ah, that there are two different ones. I thought Nicor was Nicor."

Nicor operator: "Right. Well that that is what has been kind of confusing. People say they don't wana switch so they thought they didn't have to do anything at all."

Lillian Sasso: "Right."

Nicor operator: "But, in order to get that savings of course you have to get on the pilot program. And that's the other, the other portion of the company. Nicor Energy."

Lillian Sasso: "Uhhh. Well, let's hope I'm doing the right thing."

Nicor operator: "O.k. Oh, I, I, I have no doubt at all you are. Because you do have you know, as I said the two years that ah past history to show the saving that are real consistent."

Lillian Sasso: "Uhhmm."

Nicor operator: "Now do currently receive your natural gas from a natural gas marketer other than Nicor Energy?"

Lillian Sasso: "I don't know."

Nicor operator: "You haven't signed up with any other company that."

Lillian Sasso: "No."

Nicor operator: "All right. You understand that if you wish to switch from Nicor Energy before the term is up, you'd certainly can and then you would remain with Nicor Gas one year before you can choose a different supplier again. All right?"

Lillian Sasso: "Uhh."

Nicor operator: "And your verbal authorization is in lieu of a written contract ok?"

Lillian Sasso: "O.k."

Nicor operator: "And you are authorized to make this decision correct?"

Lillian Sasso: "Right."

Nicor operator: "Would you please state your name and address?"

Lillian Sasso: "Lillian Sasso. L i l l i a n, S a s s o."

Nicor operator: "O.K. and your address?"

Lillian Sasso: "208 Monroe Road."

Nicor operator: "And that's was in Bolling"

Lillian Sasso: "Bollingbrook,"

Nicor operator: "Bollingbrook? O.k. Now the account number?"

Lillian Sasso: "T ha, oh. 6380882958."

Nicor operator: "O.k. now the uh meter number for Nicor Energy."

Lillian Sasso: "2504048."

Nicor operator: "Alright, your price for natural gas will Nicor Energy's market based price per therm for two years starting May of 2000. Alright?"

Lillian Sasso: "Ummm."

Nicor operator: "And you understand that this price applies only to the natural gas portion of your bill right?"

Lillian Sasso: "Ummm."

Nicor operator: "All right, you'll be receiving written notice of your status in the pilot program along with the confirmation of the terms and condition of our verbal agreement."

Lillian Sasso: "O.k."

Nicor operator: "You authorize Nicor Energy to act as your agent to obtain your historical usage data as well as credit.."

Lillian Sasso: "I won't be getting two bills now. One from Nicor natural.."

Nicor operator: "No, it will just come from Nicor Gas. The same as always."

Lillian Sasso: "All right."

Nicor operator: "All right and ah you understand Nicor Energy's gas supply charge will be on you Nicor Gas bill. Alright?"

Lillian Sasso: "Ummm."

Nicor operator: "Well that's it. Your ah, your in the pilot program and you'll start seeing that changings on your May billing."

Lillian Sasso: "O.K."

Nicor operator: "All right. Well thanks very much."

Lillian Sasso: "All right."

Nicor operator: "Bye now."

Lillian Sasso: "Bye."

Pre-recorded voice: "To repeat press, 1."

STATE OF ILLINOIS

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COUNTY OF COOK

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AFFIDAVIT

I, James Bryers, being first duly sworn on oath states the following based on his personal knowledge, information and belief and on reasonable inquiry.

1. I am employed by the Citizens Utility Board as a paralegal and have been employed there since December 1, 2000.
2. I have prepared the transcripts of two cassette tapes (CUB EX 1.1 & CUB EX 1.2) containing recordings of telephone conversations between:
 1. Joseph Kezerle and a Nicor operator in the Illinois Commerce Commissions docket 00-0620 & 00-0621 (consolidated);
 2. Lillian Sasso and a Nicor operator in the Illinois Commerce Commissions docket 00-0620 & 00-0621 (consolidated).
3. The transcripts represent a true and accurate script of the audio tapes.

James P. Bryers
Paralegal
Citizens Utility Board

Notarized this 21st day of December, 2000

Notary Public

ICC Docket 00-0620

CUB Exhibit 1.4

The following is a transcript of a telephone conversation between Joseph Kezerle and a Nicor operator on February 11 at 5:30 p.m.

Pre-recorded voice: "Enter the telephone number followed by the pound key. To return to the main menu press the star key." Series of beeps heard. "February eleven, zero five thirty p.m. This call will confirm your decision to select Nicor Energy as your natural gas supplier and will be recorded."

Nicor operator: "O.k. Joe?"

Joe Kezerle: "Ummm"

Nicor operator: "O.K. in order to verify this, I do need to record this. Is that o.k. with you?"

Joe Kerzerle: "Sure."

Nicor operator: O.K. Now, do you currently receive your natural gas from a supplier other than Nicor?"

Joe Kerzerle: "No sir."

Nicor operator: "Do you also understand, if you wish to switch to Nicor Energy before the term is up, you'll have to remain with Nicor Gas for a year before you can choose another supplier. Now, your verbal authorization here is in lieu of a written contract and you are of course authorized to make this decision, right?"

Joe Kerzerle: "That's fine."

Nicor operator: "Your house after all right?"

Joe Kerzerle: "Pardon?"

Nicor operator: "Your house after all right?"

Joe Kerzerle: "Yes sir."

Nicor operator: "O.k. Now the name on the account is Joseph J. uh-hh Kezerle."

Joe Kerzerle: "Uhhh."

Nicor operator: "Boy, I actually didn't butcher that. O.K. And uh I see your account number 602166388. And your meter number."

Joe Kerzerle: "3387."

Nicor operator: "3387?"

Joe Kerzerle: "Ya."

Nicor operator: "O.K. That seven is kind of just we don't need that for this."

Joe Kerzerle: "O.K."

Nicor operator: "3059819 that's your meter."

Joe Kerzerle: "That's it."

Nicor operator: "O.K. (pause) now your price for natural gas is the index price. Index market base price per therm. You'll be moved to an auto-lock price. It's only 26.5 cents per therm when the markets favorable. Now you understand that this price applies only to the natural gas portion of your bill. And the agreement is for a two-year term that starts with your first Nicor Gas billing cycle this coming May. And your going to be receiving written notice of your status in the pilot program along with all the confirmation of the terms and the conditions of the agreement. O.K.?"

Joe Kerzerle: "That'll work for me."

Nicor operator: "All right. Thanks a lot Joe. You have a good day."

Joe Kerzerle: "Hey, you too. Thank you very much."

Nicor operator: "Bye, bye now."

Joe Kerzerle: "Bye, bye."

Pre-recorded voice: "To repeat, press one."

END OF TAPE

STATE OF ILLINOIS

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James P. Bryers
Paralegal
Citizens Utility Board

Notarized this 21st day of December, 2000

Notary Public

STATE OF ILLINOIS COMMERCE COMMISSION
ILLINOIS COMMERCE COMMISSION

CITIZENS UTILITY BOARD)	
Request for an investigation)	
into the current structure of the Nicor)	
Customers Sect Pilot Program and the)	Docket No. 00-0620
Proposed Changes filed August 10, 2000,)	
Meet the Public Interest Standards and)	
Other Requirements Set Forth in the)	
Public Utilities Act. 220 ILCS 5/4-101;)	
220 ILCS 5/8-101; 220 ILCS 8-102)	

NOTICE OF FILING

Please take notice that on January 4, 2001, the Citizens Utility Board filed Exhibits 1.3 & 1.4 to the Direct Testimony of Martin Cohen (CUB EX 1.0) with Illinois Commerce Commission.

January 4, 2001

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CERTIFICATE OF SERVICE

I, Robert J. Kelter, certify that the foregoing documents, together with this notice of filing, were served upon all parties of record listed on the attached service list by U.S. mail, with postage pre-paid January 4, 2001.

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